

Red Box release 3 — notice 3/1

November 2000

**PC client
Service Pack 1.1**

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Contents of Service Pack 1.1

Red Box 3 Service Pack 1.1 replaces Service Pack 1, and corrects the following problems:

Problem reference	Description
RBOX/4711	Poor performance when viewing RFC Task List after target user is changed.
RBOX/4740	Cannot use carriage return key to insert new line in Comment records.
RBOX/4751	PC crash in RFC create after Prefix stem entered.
RBOX/4779	Premature lock release in View RFC Model.
RBOX/4783	Suspending Red Box while running a thread in General Facilities causes PC crash.
RBOX/4789	Red Box crashes when running with maximised windows. <i>See section below table.</i>
RBOX/4809	Cannot amend 'Due By' and 'Reminder Due' date fields for RFC controls which are not started.
RBOX/4843	On RFC create and amend screens, the 'Prefix' field '?' button includes obsolete records in lists of prefixes.
RBOX/4845	RFC 'Submitted By' stem search with '?' button returns the message: 'The value of Submitted By is not on the database'.
RBOX/4858	Cannot re-label 'Network Name' field in Equipment, Hardware, Service, Software record types.
RBOX/4862	Pop-up messages do not appear in suspended Red Box sessions. This problem was introduced in Service Pack 1.
RBOX/4863	PC client crashes when scrolling lists via the keyboard. This problem has been reported on NT systems only.
RBOX/4864	If you type in the name of an RFC Prefix without selecting it from a list, the General Category defaults associated with that prefix are not applied. This problem was introduced in Service Pack 1.

Problem RBOX/4789: Red Box crashes when run with maximised windows

The Red Box 3 client sometimes crashes when it is run using windows that are maximised using the Maximise button in the top right-hand side of the windows' title bar.

There are two ways of circumventing this problem:

- Instead of using the Maximise button to increase the size of Red Box windows, use the mouse to drag the corners or sides of each window to the required size.

Windows resized in this way do not cause Red Box to crash; also, the new window sizes are cached so they are retained between Red Box sessions.

- Add the following entry to the **redbox.ini** file, which is held in the startup directory of each Red Box PC.

In the **[RedBox]** section of the file, add the line:

ChildZoom=0

If Red Box is running, reload Red Box for the change to take effect.

Setting ChildZoom=0 prevents Red Box crashing when it is run with maximised windows. However, when a maximised Red Box window is closed via its Close button, all other open Red Box windows will revert to their non-maximised state.

To apply Service Pack 1.1

Service Pack 1.1 is for the Red Box 3 PC client. It can be applied whether or not Service Pack 1 has been applied.

1. Download the Service Pack 1.1 setup program from the [File Area for Red Box 3.0](#) on Ultracom's website.
 - The setup program name is **rb300sp1-1setup.exe** and the file size is 1.5 Mbytes. The program requires 5 Mbytes disk space to run.
 - Save the setup program to any directory. If you save it on a network drive, it can be run from any Red Box PC with access to that drive.

2. Apply the service pack to each full and prepared installation of the Red Box PC client, as follows:
 - If your Red Box PCs have full PC client installations, run the setup program from each PC. Red Box must not be running on a PC while its service pack is applied, but can be running on other PCs.
 - If your Red Box PCs have minimum installations that access a prepared shareable client, run the setup program for the prepared client only. First close Red Box at all PCs that access the prepared client. You do not need to close the Red Box server.

For information about full and prepared client installations, see the *Red Box Release 3 PC Client Installation* guide (reference M0084/1).

3. Each run of the setup program:
 - Prompts for the target Red Box directory.
 - Installs the following replacement files in the target directory:

Filename	Datestamp	Timestamp
redbox.rc	03/11/2000	00:11:00
UCAC300.dll	03/11/2000	00:11:00
UCCM300.dll	03/11/2000	00:11:00
UCDC300.dll	03/11/2000	00:11:00
UCVD300.dll	03/11/2000	00:11:00
UCWM300.dll	03/11/2000	00:11:00

Instructions for use

When you have applied the service pack, run Red Box 3.0 as you normally would. The Red Box PC version number is displayed and logged as 'Red Box 3.00 SP1.1'.

For technical support

If you have problems with the service pack, please contact the Fox IT Support Desk:

Telephone: +44 (0) 118 973 3456
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